

DURING A CRISIS- EMERGENCY OPERATIONS CENTER

Use this checklist to carry out the responsibilities while at the Emergency Operations Center (EOC).

When the crisis occurs, the EOC team should coordinate travel to and from the incident scene with appropriate agencies. If necessary, the public affairs liaison should respond to the directed location with the EOC Crisis Kit and their personal items sufficient to last the duration of the event with minimal support at the arrival location.

Know your role and duties. Use this checklist if you are assigned to the EOC during a crisis. Check with your unit to verify there are no other specific essential duties required.

1. If media arrive on-scene prior to initial release, provide basic information until the release is completed and disbursed
2. Coordinate initial briefing to EOC director within first 30 minutes to establish:
 - a. PA handles all media
 - b. Media prognosis
 - c. External agency interface, if any
 - d. Subject matter expert (SME) list, if established
 - e. Community reaction, if known
 - f. Internal information efforts
3. Prepare summary from displayed information to relay to other crisis teams, such as Public Affairs Operations Center (PAOC) or Crisis Action Team (CAT)
4. Establish call back to PAOC and CAT with contact information

5. Establish necessary communications connectivity, e-mail, printer and shared drive access
6. Establish and note key SMEs based on incident
7. Prep SMEs for media:
 - a. Coordinate approval with on-scene commander (OSC) or CAT
 - b. Prepare briefing card for SME (messages, lanes, ground rules, pitfalls, bridging)
 - c. Coordinate SME prep with PAOC and CAT
8. Contact visitor center to provide message for media at the gate
9. Reserve 9- or 13-passenger van with driver for media escort through the logistics
10. Pass cordon or entry control point (ECP) location to CAT, PAOC and Media Operation Center (MOC)
11. Gather information to complete Response to Queries (RTQs) for PAOC upon request
12. Determine what has been established, what needs to be created and for whom:
 - a. Activation of MOC or PAOC
 - b. Intranet/internet postings for PAOC
 - c. Point on Point or Just in Time media briefings for EOC, CAT or PAOC
 - d. PAO for follow-on PA support
 - e. Shift work schedule for CAT
 - f. Transportation for media or support agencies for EOC
13. Coordinate visual information (VI) support if necessary in the following areas:

- a. Alert photo requirement from proper chain of command or EOC director
 - b. External photo support
 - c. Video press conferences
 - d. Internal photo releases
 - e. External b-roll video releases
14. If imagery is created by VI and made available, coordinate with CAT PA for approval to release
15. Notify CAT, PAOC and MOC of casualty status:
- a. Dead, Injured, Missing (DIM)
 - b. Where are they going
 - c. Public Information Officer (PIO) contact on the other end
 - d. Next of kin notification through the Casualty Affairs and Family Readiness Centers
16. Inform CAT, POAC and MOC of Emergency Family Assistance Control Center (EFACC) stand-up, POC, location, etc., if necessary
17. Identify key people and coordinate with the CAT or PAOC:
- a. Civic leaders
 - b. PIOs
 - c. Associate military unit PIOs
18. Stay in continuous communication with CAT and PAOC